



## From the Director's Corner



Robert D. Youmans  
Director, Human Resources



This article focuses on the reengineering of the Army Substance Abuse Program (ASAP). The Army's leadership is continuously looking at ways to improve the quality of life for Soldiers, DA civilians, Family Members and retirees. Approximately 16 months ago, the Vice Chief of Staff of the Army (VCSA), General Peter Chiarelli, established a Suicide Prevention Taskforce to better understand the causes of suicide and the other challenges facing today's Army. As a result of this study, 250 recommendations were made to the VCSA on ways to reduce the causes that lead up to suicide and other high risk behaviors among Soldiers. Some of these recommendations included establishing health promotion councils at each installation, expanding behavioral health screenings, and recruiting additional behavioral health counselors. Although there are currently 1.1 million men and women in the Army, the report focused on the 700,000 active duty Soldiers including mobilized Army Reservists and National Guardsmen. The report also specifically focused on the following:

--At-risk Soldiers in need of care and are seeking help

--High-risk Soldiers who need help but will not seek help and continue to engage in high risk behaviors

Statistics indicate that over 17,000 suicide attempts in the Army involved drugs and/or alcohol. The fast-paced life that Soldiers and their families live has resulted in an increase of stress and the need for behavior health assistance. As we move forward, the biggest barrier to Soldiers receiving quality substance abuse care is the belief that this will in some way ruin careers. Stigma is typically the perception among leaders and Soldiers that help-seeking behavior will either be detrimental to their career or that it will reduce their social status among their peers. Stigma reduction and rapid delivery of services are extremely important recommendations of the 2010 Army Health Promotion, Risk Reduction, Suicide Prevention Report. The VCSA has stated that more drug and alcohol counselors and more programs like Confidential Alcohol, Treatment and Education Pilot (CATEP) are needed to eliminate the stigma and problems associated with suicide and high-risk behavior. CATEP is a pilot program which allows Soldiers who voluntarily seek help from the ASAP to remain anonymous while receiving substance abuse treatment. The Army's focus has shifted to building resiliency among Soldiers and changing the culture within the Army.

From 1971 to 1994, the ASAP was one unified program. In 1994, the Department of the Army decided to place the clinical services program under the U. S. Army Medical Department Activity Command (MEDCOM). The Installation Management Command (IMCOM) retained responsibility for functional duties including program management, drug testing, prevention education and training, employee assistance, suicide prevention, and risk reduction program services while MEDCOM was responsible for clinical services.

The Army has empowered each installation's Garrison Commander to oversee and improve its method of providing substance abuse services by combining clinical services with drug testing, education, counseling prevention and training. Effective 1 October 2010, for the first time in 16 years, the ASAP will include clinical services again. ASAP's centralized services will be more convenient and efficient for Soldiers and Family Members to obtain assistance. The clinical staff has also been increased from two full-time counselors and a clinical director to seven full-time counselors and a clinical director. This increase in staffing will allow Soldiers to receive immediate care and allow for the provision of a variety of services that could not be offered in the past. Plans are being made to co-locate the clinical staff and the prevention staff. Currently, there is no vacant facility available on Fort Jackson to house the entire ASAP staff. The clinical staff will remain housed in the basement of Moncrief Army Community Hospital and the prevention staff will remain at 3250 Sumter Avenue until a suitable location becomes available. This major movement is only Phase I of the realignment process that will proceed through January 2011. IMCOM will continue to refine and improve the program over the next two years as lessons learned and clinical research experiences are studied. Our Point of Contact for the ASAP is Ms. Ernestine Richardson, Alcohol and Drug Control Officer, at phone number 803-751-7938 or e-mail: [ernestine.richardson@us.army.mil](mailto:ernestine.richardson@us.army.mil).



# Information/Announcements

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**Adjutant General (AG)**  
[lonnie.stinson@conus.army.mil](mailto:lonnie.stinson@conus.army.mil)

**POC: Mr. Lonnie Stinson, Phone: 751-7115, or email:**

**Why is ACAP important?** As an Army Retiree, I will always remember my retirement ceremony; the final salute in uniform. I will also remember the retirement process. There were mixed emotions of both joy and uncertainty as our family reached our career goals yet simultaneously approached the departure from 30 years of the familiar to a vastly different lifestyle and environment. One of the programs Congress mandated to ease the anxiety of this transition for Soldiers and their Family Members is the Army Career and Alumni Program (ACAP). The ACAP is a vital part of the personnel cycle. It provides pre-separation counseling and a wide range of transition, job search and referral services for Soldiers, Veterans, Retirees, DA Civilians and Family Members.

The success of this important program rests with both Leaders and Soldiers. Although Congress requires all transitioning Soldiers to receive the pre-separation briefing no later than 90 days prior to separation, commanders, sergeants major and first sergeants should ensure Soldiers initiate ACAP services early in the transition process. Understanding the benefits of the program are best realized when Soldiers have ample time to plan and prepare. In fact, Congress directed that Soldiers can access transition and job assistance services up to two years (Retirees) or one year (non-Retiree) prior to departure from active duty. In addition to being better prepared for their transition from active duty, Soldiers who begin to receive ACAP services early in the transition process are better able to schedule ACAP activities around unit missions.

The benefits of ACAP are many:

- ACAP clients are better prepared for the workforce.
- ACAP participation reduces the amount of unemployment insurance paid by the Army.
- ACAP is a recruiting multiplier, the majority of Soldiers who complete ACAP would recommend the Military as a career.
- As a Leader, you should have a thorough understanding of the program and be able to counsel your Soldiers regarding their right to use the program.
- ACAP helps the Soldier and our Army.
- ACAP "is" important.

**Adjutant General (AG) Project Manager**  
[maryjo.behney@conus.army.mil](mailto:maryjo.behney@conus.army.mil)

**POC: Ms. Mary Jo Behney, Phone: 751-7535, or email:**

**Remember---Always Think SAFETY!** Please be mindful of pedestrians while driving on the installation. Here are some general tips for pedestrian safety:

- a. As a pedestrian:
  - Be vigilant and check for traffic before stepping into the roadway.
  - Wear reflective gear during hours of limited visibility.
  - The use of earphones is prohibited when walking or running on the installation's roadways.
  - Remember that in a vehicle versus pedestrian accident, the pedestrian almost always loses.
- b. As a driver:
  - Be vigilant and watch for pedestrians; you can expect to encounter them at all times and all over the installation.
  - The speed limit when passing troops is 10 mph and it is generally a good idea to slow down when in the vicinity of any pedestrian.
  - Put yourself in the shoes of the pedestrian and give them a chance.

If you see anything in your work area that needs attention, please contact your Safety Officer. The DHR Safety Officers are: Ms. Albertha Savage - AG (751-4611), Ms. Shanda Cullum - ACES (751-7222), Ms. Angela McCrae - ASAP (751-5007), and Mr. Charles Leach - ASD (751-5115).



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## Trainee/Student Processing Work Center (TSPWC)

Ms. Dorothy Roberts, phone: 751-4422, or email:

[dorothy.roberts@conus.army.mil](mailto:dorothy.roberts@conus.army.mil)

**Victory Block Leave:** The following procedures are pertinent to Fiscal Year 2011 Victory Block Leave (VBL):

**a. Separations:** The deadline to submit all separation packets is 9 December 2010. Internal unit procedures may cause some separation packet delays; however, if packets are not received by the deadline, Soldiers may not be able to complete final separation processing before the start of VBL.

**b. Status Change on Soldiers:** Contact your DHR/AG Human Resources Assistant (HRA) within 48 hours on any change to Soldier status (i.e., PTRP, AWOL, confinement, convalescent leave, emergency leave, hospital, pending separation, pending UCMJ action, etc). It is imperative that if a Soldier out-processes and becomes a hold, the Military Personnel File (MPF) be returned to the DHR, 5450 Strom Thurmond Boulevard, Room 122/124. This will ensure an accurate count of Soldiers in hold status.

## Personnel Operations Work Center (POWC)

POC: Mr. Donald Johnson, Phone: 751-5763, or email:

[donald.l.johnson@conus.army.mil](mailto:donald.l.johnson@conus.army.mil)

**Victory Block Leave (VBL) OCONUS Leave Request:** Request brigades ensure Fiscal Year 2011 VBL OCONUS leave requests be submitted to POWC not later than 15 November 2010 for processing. If applicable, request all country clearance request be submitted prior to commencement of the desired travel date. Soldiers cannot travel to countries that require preapproved travel.

**Installation Officer Candidate School (OCS) Board:** IAW AR 350-51 (United States Army Officer Candidate School), the Directorate of Human Resources (DHR), Adjutant General Division, Personnel Operations Work Center (POWC), will convene an OCS Board on 2 December 2010 at 0800 in the DHR Training Room (Room 213), 5450 Strom Thurmond Boulevard. Request the information receive widest dissemination as possible. OCS packets (original plus two copies) are due to POWC, Room 211, 5450 Strom Thurmond Boulevard, not later than COB 5 November 2010. Please refer to MILPER Message Number 10-164, dated 23 June 2010, for application assistance and eligibility requirements. Point of contact is Mr. Don Johnson as indicated above or Ms. Eulis Toatley, phone: at 751-6652, or email: [eulis.toatley@conus.army.mil](mailto:eulis.toatley@conus.army.mil).

**CNO/CAO Certification and Re-Certification Training:** Casualty and Mortuary Affairs Operations Center (CMAOC) Online Casualty Training courses are for annual recertification only. For initial certification, all Casualty Notification Officers (CNOs) and Casualty Assistance Officers (CAOs) must attend the two-day resident training course as coordinated by our Casualty Assistance Center (CAC). During the past 90 days, the on-line website, [www.hrc.army.mil/site/active/TAGD/CMAOC/cmaoc.htm](http://www.hrc.army.mil/site/active/TAGD/CMAOC/cmaoc.htm), has been experiencing technical difficulties. We are pleased to report that CMAOC has since rectified the problem. If you continue to experience technical difficulties, please inform the CAC at 751-4519.

## Personnel Strength Management Work Center (PSMWC)

POC: Ms. Twyla Perkins, phone: 751-5578, or email:

[twyla.perkins@conus.army.mil](mailto:twyla.perkins@conus.army.mil)

**Discontinuance of Prepositioning Centralized Senior Noncommissioned Officer (NCO) Promotion Lists:** The process of prepositioning centralized senior NCO promotion lists is discontinued, according to ALARACT 251/2010 announced 19 Aug 10. The Army is phasing out its longtime practice of providing advance copies of promotion lists to designated commanders and their representatives. Among the first boards affected by the change will be the Regular Army and Active Guard and Reserve master sergeant boards that meet in Oct 10 and Nov 10; the sergeant first class board that meets in Feb 11; and the sergeant major board scheduled for Jun 11.

Previous policy typically called for "close-hold" lists to be prepositioned with selected commanders about one week in advance of Human Resources Command releasing the lists Army wide. The advance notice ensured that commanders knew the selection status of their Soldiers, which might require changes in duty assignments or professional development counseling. With today's technology, "lists can be made available to commanders and selected Soldiers simultaneously across the Army." This will ensure that leaders are involved in the professional development of their Soldiers, such as counseling, as they always have, and HRC is merely removing a cumbersome and unnecessary step from the process. The Army will phase in the procedures beginning with the senior NCO lists, and potentially apply them to all selection lists in the future. This change also will reduce the possibility of the unauthorized, premature release of promotion data, as has occurred sporadically since the advent of the Internet. For more information, please contact Ms. Perkins as indicated above or access HRC's website at <https://www.hrc.army.mil>.



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## **Personnel Services/Processing Work Center (PSPWC)**

**POC: Ms. Janice Spain, Phone: 751-2753, or email:**

**[janice.j.spain@conus.army.mil](mailto:janice.j.spain@conus.army.mil)**

**ID Card Identification:** The Defense Enrollment and Eligibility Reporting System (DEERS) requires individuals to present two current and valid forms of identification when applying for United States Uniformed Services Identification (ID) and Common Access Cards (CAC). One of these forms of identification must be a valid federal or state picture identification card (unexpired). Examples of secondary forms of identification are a social security card, passport (expired or unexpired), voter's registration card, school identification card, or a Green Card. Also, the sponsor must accompany the individual receiving an ID card. If the sponsor is unavailable, a General Power of Attorney or pre-verified DD Form 1172 (Application for Uniformed Services Identification Card - DEERS Enrollment) issued within the previous 90 days may be presented at the time of service.

**Civilian Family Member ID Cards:** Eligible Family Members of current DA, DoD and Federal employees are authorized civilian ID cards. Current DA, DoD and Federal employees are sponsors for their Family Members. Sponsors can request civilian ID cards for eligible Family Members using FJ Form 1172-2. For identification, sponsors must provide certificate of marriage for spouse and certificate of birth for dependent children ages 10-23.

**ID Card Appointments:** Soldiers and civilian employees requiring issuance of a Common Access Card (CAC) can significantly reduce their waiting time by making an appointment prior to visiting the ID Card Section located in Room 200, 5450 Strom Thurmond Boulevard. Appointments can be made by calling the ID Card Section at (803) 751-7673, Monday through Thursday, 0745 – 1100 or 1330 – 1600. Fridays are reserved for walk-in customers only.

**Lost or Stolen ID Card:** Individuals are required to present a memorandum from the local security office or CAC sponsor (unit) confirming that the CAC has been reported lost or stolen; this documentation must be scanned and stored in DEERS.

**ID Card Offices:** The ID Card Offices are located at 5450 Strom Thurmond Boulevard in rooms 109, 124, and 200.

- Room 109: Services for retirees, Family Members, contractors not requiring a CAC, and Disabled Veterans, as well as provides Agent Letters. The hours of operation are Monday through Friday, 0800 – 1600, (803) 751-7731.
- Room 200: Services for Active Duty and Reserve Component Soldiers, government civilians, and contract employees requiring a CAC. The hours of operation are Monday through Friday, 0745 – 1645, (803) 751-7673.
- Room 124: Services for students and Soldiers-in-Training. The hours of operation are Monday through Friday, 0730 – 1600, (803) 751-3290/5623.

All DHR ID Card Offices are closed on all Federal holidays. For more information, please contact Ms. Sharon Jackson, ID Card Team Supervisor, at (803) 751-6024, or email: [sharon.jackson2@us.army.mil](mailto:sharon.jackson2@us.army.mil). In addition, information may be obtained by visiting our website at <http://www.jackson.army.mil/Directorates/HR.htm>.

## **Retirement Services Office (RSO)**

**POC: Mr. Albert Brackett, Phone: 751-6715, or email:**

**[al.brackett@conus.army.mil](mailto:al.brackett@conus.army.mil)**

**Retirement Pay:** According to AR 635-200 (Active Duty Enlisted Administrative Separations), paragraph 12-4c, a Soldier who retires under the 20-year retirement law (10 USC 3914) and has been awarded the Medal of Honor, Distinguished Service Cross, or Navy Cross for extraordinary heroism will have his/her retired pay increased 10 percent. However, the total retired pay (including the increase) may not exceed 75 percent of the basic pay upon which computed. A Soldier who is retired for physical disability and is otherwise eligible for retirement under 10 USC 3914 is entitled to the 10 percent increase in retired pay based on these criteria. A Soldier who has been awarded the Distinguished Flying Cross, the Soldier's Medal, or equivalent Navy decoration may be credited with extraordinary heroism if it is determined that the heroism was equivalent to that required for award of the Distinguished Service Cross.

In all cases involving extraordinary heroism, a copy of the order that awards the decoration and the separate citation, if not contained in the order, will be submitted for verification and determination. Previous letters of determination more than two years old will be submitted for confirmation and will be accompanied by the order awarding the decoration.

For more information, please contact the Mr. Brackett as indicated above or Ms. Gloria Wright, phone: 751-5523 or email: [wrightg@conus.army.mil](mailto:wrightg@conus.army.mil).





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## **Personnel Automation Work Center (PAWC)**

**POC: Mr. Gregory Fountain, phone: 751-5852, or email:**

**[gregory.fountain@conus.army.mil](mailto:gregory.fountain@conus.army.mil)**

**Personnel Services Delivery Redesign (PSDR):** PSDR is the U.S. Army Human Resources (HR) community's response to transformation. This important transformation effort eliminated support layers and minimized support unit foot prints in the battle space. The PSDR concept only applies to FORSCOM organizations. TRADOC organizations, such as Fort Jackson, will not convert under PSDR. The functions and Soldiers that were assigned to the Personnel Service Battalions/Soldier Support Battalions (PSB/SSBs) were reassigned to the Brigade S-1s. As a result, the Brigade S-1 sections were restructured to increase the number of authorizations within the S-1 sections. Additionally, the level of access given to automated systems such as Enlisted Distribution and Assignment System (EDAS), Electronic Military Personnel Office (eMILPO), and Total Officer Personnel Management Information System (TOPMIS) increased from Brigade/Battalion level of access to PSB/SSB level of access. The PSDR transformation embedded critical personnel functions in the Brigade S-1 section and empowered combatant commanders to provide HR support directly to their Soldiers without going through the PSB/SSB. It created modular, scalable, and flexible HR organizations to support casualty, postal, and reception, replacement, return to duty, R&R, and redeployment (R5) at theater level. The previous model of support and coverage was area centric. As the Army moves to Brigade Combat Team Brigades as primary war-fighting units, there is a clear need to ensure PSDR Brigade S-1s are fully self-sufficient with respect to personnel support. To learn more about PSDR, please visit the website at <https://www.PSDR.Army.mil> or contact Mr. Fountain as indicated above.

## **Alcohol and Substance Abuse Program (ASAP)**

**POC: Ms. Ernestine Richardson, phone: 751-7938, or email:**

**[Ernestine.richardson@conus.army.mil](mailto:Ernestine.richardson@conus.army.mil)**

**Commander and First Sergeant Army Substance Abuse Program (ASAP) Training:** ASAP will offer substance abuse training at 0900 and again at 1330 on 2 December 2010. The training will be held at 3250 Sumter Avenue in the ASAP Classroom. The training will cover "Smart Testing", prevention and education, referral process for substance abuse treatment, behavioral health treatment, and block leave testing. For more information, please contact Ms. Richardson as indicated above or Ms. Sandra Barnes, phone: 751-5007 or email: [sandra.barnes1@conus.army.mil](mailto:sandra.barnes1@conus.army.mil).

**Victory Block Leave Testing Briefing:** A briefing for all Victory Block Leave Testing Project Officers is will be held at 1330 on 2 and 3 November 2010. Project Officers are only required to attend one briefing. The briefing is being held to lock in a testing date and supply pickup time for each unit. Battalion Unit Prevention Leaders are recommended to attend this briefing as well. For more information, please contact Ms. Richardson as indicated above or Mr. Kelvin Burruss, phone: 751-5007 or email: [kelvin.burruss@conus.army.mil](mailto:kelvin.burruss@conus.army.mil).

## **Army Continuing Education System (ACES)**

**POC: Ms. Mary Armstead, phone: 751-7209, or email:**

**[mary.armstead@conus.army.mil](mailto:mary.armstead@conus.army.mil)**

**Changes in Education Center Services Due to Budget Shortfalls:** Due to FY11 budget shortfalls and imposed staff reductions, the Fort Jackson Army Continuing Education System (ACES) will have to adjust its education services and hours. ACES will operate under the following schedule until further notice:

- a. **Education Counselors (appointment only)** – 1000-1130 & 1330-1600
- b. **Test Examiner (Army Personnel Testing only)** – 0730-1130, Tuesday, Thursday, & Friday & 0730-1630, Wednesday
- c. **Basic Skills Enrollment Program (BSEP)** – To Be Determined (class dates will be announced via Victory DISTRO)
- d. **Multi-Learning Facility (MLF)** – 0800 – 1700, Monday through Friday
- e. **DANTES Tests** – The ACES Center did not receive funding to administer DANTES paper-based tests (SAT, ACT, etc.). The **National Test Center, Midlands Technical College**, will continue to administer DANTES computer-based test (CLEP & DSST). We apologize for any inconvenience to our customers. We will immediately notify our customers of any changes to our budget situation or operating hours. For more information, please contact the Acting Education Services Officer, Ms. Mary Armstead, as indicated above.

## **Army Career and Alumni Program (ACAP)**

**POC: Ms. Carolyn Andrews, Phone: 751-6062, or email:**

**[carolyn.andrews@conus.army.mil](mailto:carolyn.andrews@conus.army.mil)**

**Pre-Separation Briefing:** All service members must receive a mandatory pre-separation briefing within 90 days of separation. Retirees may begin the process within two years of separation. All others may begin within one year.



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## **Army Career and Alumni Program (ACAP)**

**POC: Ms. Carolyn Andrews, Phone: 751-6062, or email:**

**[carolyn.andrews@conus.army.mil](mailto:carolyn.andrews@conus.army.mil)**

**ACAP Express:** This initiative continues to provide more flexible service to transitioning Soldiers, retirees, civilian employees and their Family Members. **ACAP Express** has streamlined and given transitioning Soldiers more access to its services. Transitioning clients may:

- a. Access the ACAP Express Website at <https://www.acapexpress.army.mil>.
- b. Log in using their AKO login information and schedule appointments for all services offered at the ACAP Center.
- c. Access some of the tools previously available only within the ACAP Centers during normal business hours.
- d. Complete resumes online and email to their assigned ACAP counselors for review.
- e. Access some of the services normally provided only at ACAP Centers for Soldiers in remote locations.

**ACAP On-Line:** ACAP on-line is your best resource for transition information, job listings and links to a variety of other useful website resources. Transitioners can navigate through the website using menus, icons or hyperlinks to learn more about the ACAP process, information about relocation, education, federal jobs and other transition assistance services. Leaders can use the websites to clarify many of the misunderstandings associated with the program and to help you better understand the facts and benefits of ACAP. For more information, please contact Ms. Andrews as indicated above or access the ACAP On-Line website at <https://www.acap.army.mil>.

## **Administrative Services Division (ASD)**

**POC: Ms. Patricia Kelly-Johnson, phone: 751-5335, or email:**

**[patricia.kellyjohnson@conus.army.mil](mailto:patricia.kellyjohnson@conus.army.mil)**

**Retention Periods for Army Records:** Records with a retention period of "T" will be kept in the current files area until no longer needed for conducting business. They will then be transferred to the Records Holding Area (RHA), 2079 Wheeler Road, and be destroyed when retention period expires. A Transmittal List (SF 135 and SF 135a) will be prepared in duplicate and forwarded to the DHR, Attn: ASD, Records Manager, for review and approval prior to taking your records to the RHA. Records Management Coordinators will ensure that the specific year of files (i.e., calendar year (CY) and/or fiscal year (FY)); disposal authority; and disposal date are indicated on the SF 135 and SF 135a. Prior to the destruction of any Army records, the installation records manager is required to review all records scheduled for destruction and certify that the records to be destroyed do not fall under any of the current records freezes. Only after this certification can any Army records be destroyed. To schedule a review of your records that are ready for destructions, contact Ms. Patricia Kelly-Johnson, 751-5335 or e-mail: [patricia.kellyjohnson@us.army.mil](mailto:patricia.kellyjohnson@us.army.mil).

**Street Addresses:** It is critical that street addressing be used when mailing official business mail. Proper addressing is essential to ensure that mail is processed in a timely and efficient manner. All activities/units should use their street address rather than their building number for delivery of mail on the installation. The United States Postal Service uses automated mail processing equipment to sort and deliver incoming mail to Fort Jackson. Proper street addressing speeds the process and minimizes errors. Neither punctuations nor the use of the words "building numbers" should be used as a part of your address. In an effort to inform customers to use the standard street address, activities/units should access the Fort Jackson Web page and Facebook and, if necessary, update their street address format and unit information.

Example:

Street number and name

Fort Jackson, SC 29207-zip+4

**Ways to Reduce Postage Costs:** Send information/documents via electronic mail as much as possible. Use the smallest envelope possible. The smaller the envelope, the cheaper it is to mail it. If you have numerous pieces of mail going to the same address, place all of them in one large envelope. It is cheaper to mail one large envelope than to mail numerous small envelopes.



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**Administrative Services Division (ASD) (Continued)**

**POC: Ms. Patricia Kelly-Johnson, phone: 751-5335, or email:**

**[patricia.kellyjohnson@conus.army.mil](mailto:patricia.kellyjohnson@conus.army.mil)**

**Special Mail Services:**

- a. Outgoing Official Business Mail: In order to meet the deadlines set by the US Postal Service, mail must be delivered to the Official Mail and Distribution Center by 1445. If you miss the cutoff time, your mail will not be accepted until the following day.
- b. Registered Mail: Outgoing Registered Mail must be received in the Official Mail and Distribution Center by 1300 to receive same day service. All registered mail must be wrapped in brown paper and sealed with brown paper tape.
- c. Certified Mail: Outgoing Certified Mail must be received by 1300 to receive same day service.
- d. USPS Express Mail: Outgoing Express Mail must be received by 1300 to receive same day service. Express Mail cannot be sent to APO/FPO locations. Express Mail sent using overnight service does not guarantee next day delivery to all domestic locations.
- e. FedEx: The Directorate of Human Resources Official Mail and Distribution Center does not offer FedEx services. The Directorate of Logistics, Transportation Manager, phone: 751-4718, is responsible for FedEx services.



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**Director:** Administration and Budget

Robert Youmans 751-3607 [robert.youmans@conus.army.mil](mailto:robert.youmans@conus.army.mil)

**Adjutant General Division:** Military Personnel; Quality Assurance Evaluation; Interactive Customer Evaluation; Corporate Assessment Survey; Lean Six Sigma; DHR Quarterly Executive Review; Special Projects

Lonnie Stinson 751-7115 [lonnie.stinson@conus.army.mil](mailto:lonnie.stinson@conus.army.mil)

**Project Manager Adjutant General Division:** Military Personnel Most Efficient Organization (MEO)

Mary Jo Behney 751-7535 [maryjo.behney@conus.army.mil](mailto:maryjo.behney@conus.army.mil)

**Administrative Services Division (ASD):** Freedom of Information Act/Privacy Act Requests; Congressional Inquiries; Army Records Information Management System; Forms and Publications Manager; Military Mail Operations; Correspondence Distribution; Postal Inspections; U. S. Postal Service Liaison

Patricia Kelly-Johnson 751-5335 [patricia.kellyjohnson@conus.army.mil](mailto:patricia.kellyjohnson@conus.army.mil)

**Army Career & Alumni Program (ACAP):** Transition Services; Job Assistance; Small Business Seminars; Veterans Benefits Briefings; Federal Employment Seminars

Carolyn Andrews 751-6062 [carolyn.andrews@conus.army.mil](mailto:carolyn.andrews@conus.army.mil)

**Army Continuing Education Systems (ACES):** Educational Counseling; Basic Skills Education Program Instruction; Tuition Assistance; On-Post College Enrollment; Computer Labs; and Digital Training Facilities

Mary Armstead 751-7209 [mary.armstead@conus.army.mil](mailto:mary.armstead@conus.army.mil)

**Army Substance Abuse Program (ASAP):** Prevention Education; Biochemical Testing; Employee Assistance Program; Risk Reduction Program

Ernestine Richardson 751-7938 [ernestine.richardson@conus.army.mil](mailto:ernestine.richardson@conus.army.mil)

**Personnel Automation Work Center:** eMILPO Support; Personnel Accounting and Strength Reporting Reconciliation; Database Accuracy/Timeliness; Total Army Personnel Database Liaison; Training; Personnel Asset Inventory; File Transfer Protocol

Gregory Fountain 751-5852 [gregory.fountain@conus.army.mil](mailto:gregory.fountain@conus.army.mil)

**Personnel Operations Work Center:** Casualty Affairs; Mortuary Affairs; Line of Duty; Military Awards; Officer Procurement; Separations; Transition; Compassionate Reassignment; OCONUS Leave; Orders Management; Distribution

Donald L. Johnson 751-5763 [donald.l.johnson@conus.army.mil](mailto:donald.l.johnson@conus.army.mil)

**Personnel Strength Management Work Center:** Assignments; Strength Management; Drill Sergeant Management; MOS/Medical Retention Board; Reclassifications; Special Duty Pay; Promotions; Reassignments; Temporary Change of Station Orders

Twyla Perkins 751-5578 [twyla.perkins@conus.army.mil](mailto:twyla.perkins@conus.army.mil)

**Personnel Services/Processing Work Center:** Identification Cards; Name Changes; Personnel Records; In/Out Processing; Evaluation Reports; Statements of Service

Janice Spain 751-2753 [janice.j.spain@conus.army.mil](mailto:janice.j.spain@conus.army.mil)

**Trainee/Student Processing Work Center:** Trainee/Student Records; In/Out-Processing; Reassignment; Army Training Requirement and Resource System Data Entry; MOS Orders; Entrance National Agency Check; Release From Active Duty; Discharges; Hometown Recruiting Assistance Program; Name Changes; ID Cards; Compassionate Reassignments

Dorothy Roberts 751-4422 [dorothy.roberts@conus.army.mil](mailto:dorothy.roberts@conus.army.mil)

**Retirement Services Office:** Retirement Applications; Orders; Survivor Benefit Counseling

Albert Brackett 751-6715 [brackettad@conus.army.mil](mailto:brackettad@conus.army.mil)